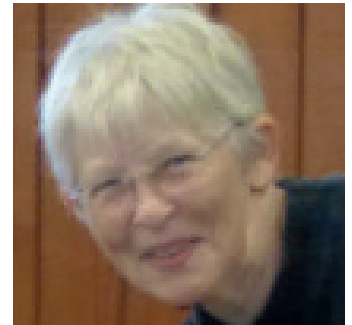


Case study

Gaining access to GP services online.

Jocelyn Barnard is a 69 year young fit and active resident in Liskeard, who enjoys dance classes, gardening and walking. She wanted to contact her GP practice, Rosedean House Surgery, to check her eligibility for shingles and pneumonia vaccinations.




Jocelyn saw the eConsult facility on her practice website when she went online to order her repeat prescription. She decided to give it a try, rather than booking a GP call.

“Within 24 hours I received an email with all the information that I needed. I was very satisfied. I know how busy the doctors and nurses are and I was really pleased that I was able to get what I needed from the practice without the GP needing to take time out of their busy schedule to answer a minor, but for me important, query.


eConsult not only allows GPs to prioritise their workload, but also saves me the cost of phone calls and time spent waiting in a queue and waiting for a call back. “This is a terrific addition to the surgery’s facilities, so I hope it continues.”

The triage and consultation service offers a range of facilities 24 hours a day, including symptom checkers, healthcare advice, service signposting, and access to GP facilities and appointments.


Patients can be supported to help themselves with a wide range of information about symptoms, conditions and available services. Or they can complete an online form to request services from their practice, such as administration tasks, test results, health advice or telephone and clinic appointments.



I want to help myself
Get information and watch videos about back pain.



I want pharmacy advice
Information about over the counter treatments



I want advice from a 111 clinician
Find out how to get advice from a clinician. The service is available 24/7.



I want treatment and advice from my GP
Consult your GP via a simple online form - we get back to you by the end of the next working day

What are you waiting for?
You can access online GP services 24 hours a day.

